King County

OFFICE OF EMERGENCY MANAGEMENT

Service Catalog

From the Director's desk...

September 2013

Dear Colleague:

Welcome to the King County Office of Emergency Management Service Catalog - a comprehensive guide to resources available to emergency management professionals, elected leaders, and anyone with a responsibility for preparing their organization to deal with disasters. Inside you'll find a concise description of the services we offer in training and exercise, plan development, communications, public affairs, program management, and much more.

This catalog is a direct reflection of our office's commitment to ensure that everyone in King County receives the very highest level of access to emergency services, whenever the need arises. We do that by providing your agency, business, or jurisdiction with the tools you need to carry out your local mission.

This catalog was developed in response to multiple requests for a simple, yet thorough guide to the services we offer. While all of these services are provided regionally at no charge, many can also be tailored to the specific needs of your organization, for a reasonable fee.

As emergency managers throughout our region - and across the nation - face reduced support from federal, state and local sources, it is more important than ever that we work strategically to develop the very best practices in the areas of prevention, protection, response, recovery, and mitigation, as we build a more disaster-resilient Puget Sound region.

Of course, collaboration is the touchstone for effective emergency management. In that spirit, I solicit your feedback on the services outlined in these pages, and your guidance on ways to improve them.

I look forward to working with you to meet the needs of your agency.

Sincerely,

Walt Hubbard, Director
King County Office of Emergency Management
3511 NE 2nd Street
Renton, WA 98056

Our Services

Communication Services

Crisis communications presentation

Our external affairs staff are available to speak to groups at various venues to address elements of an effective crisis communications plan. "Golden rules" and best practices are shared in a way that engages the audience. The presentation can be adapted to fit an established timeframe and may include hands-on activities. This topic is appropriate for government, tribal, business, and non-profit audiences, as no organization is immune to crisis.

Benefits:

♦ Increases awareness about the importance of having at least a basic crisis communications plan in place—identifying who is prepared to serve as spokesperson and methods available for communicating accurate and timely information.

♦ Useful for any "crisis" situation; not just emergencies and disasters.

♦ Presentation can stand alone, or be incorporated into a broader event (e.g. conference) focused on crisis/emergency planning and communication strategy development.

Crisis communications reference guide

We developed a pocket reference guide for elected officials and public relations representatives to communicate key public safety messages in the first few hours of a disaster. This customizable guide provides government and business leaders with basic tips for effective and consistent public and employee communications during unexpected crisis situations. Key messages for specific natural and man-made hazards, as well as a list of public information resources, are included in this tri-fold pamphlet.

Benefits:

♦ Provides consistent language that has been vetted among regional public information officers for a variety of hazards that threaten our region.

♦ Avoids potentially conflicting messages that could confuse the public and/or embarrass organizations.

♦ Provides a template which is customizable for a given agency's communications team contacts, employee hotline numbers, website address, etc.

Regional public information web page

A web-based, regional information hub can be created by our office for public access to emergency and hazard-specific safety directives. Content may include multi-stakeholder project, program, or public outreach efforts. While housed within the King County web site framework, this web page remains neutral and inclusive of agencies involved in an incident's response and recovery efforts.

Benefits:

♦ Provides a centralized, single source depository and web link for consistent and up-to-date information.

♦ Saves individual organizations employee costs to build and maintain a similar web page.

♦ Avoids public confusion over potentially conflicting or outdated information posted on several different agency web sites.

King County Regional Emergency Coordination Zones
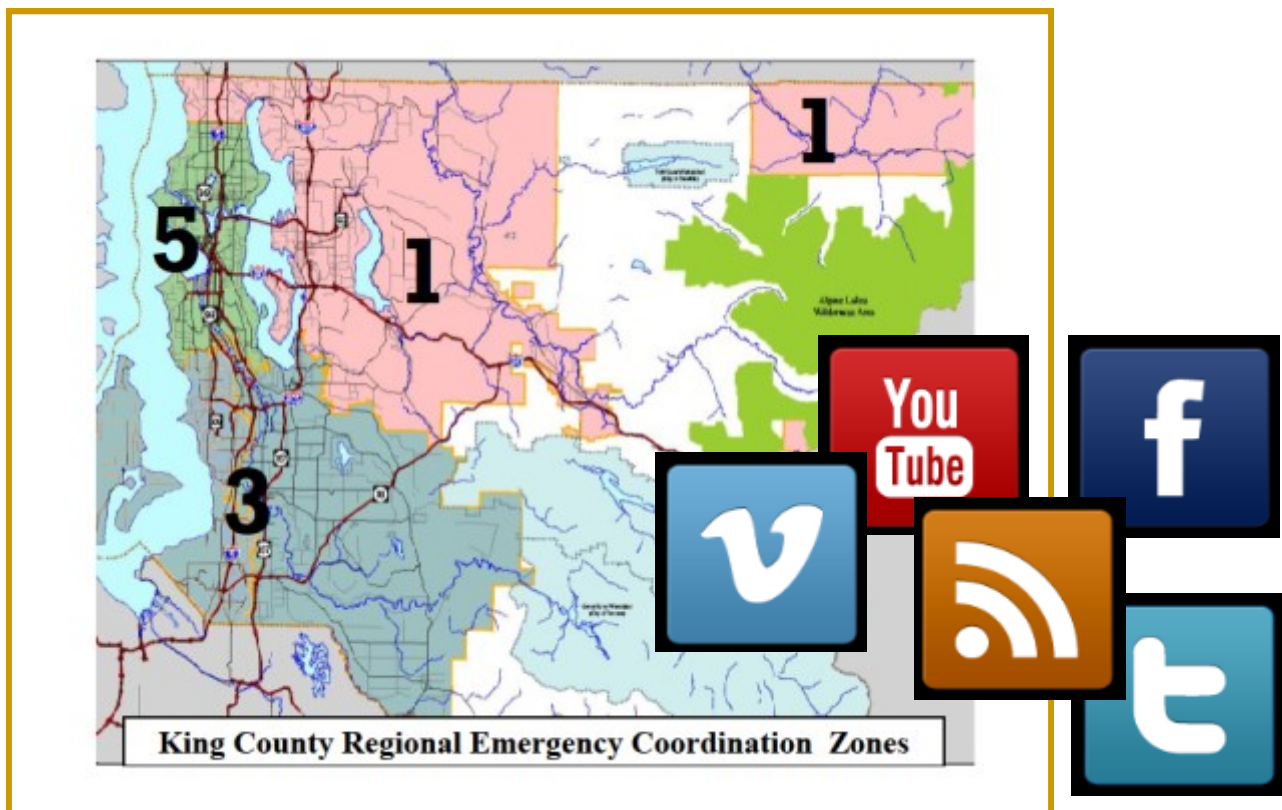
Federal Assistance Programs

Individual Assistance

After a major event (flood, storm, earthquake, etc.), our office works with everyone affected to gather information on community losses and to request a federal disaster declaration from the Federal Emergency Management Agency (FEMA), Small Business Administration (SBA), or Department of Agriculture.

Benefits:

- Streamlines the process and eliminates local overhead through a centralized collection of damage information.
- Satisfies the federal threshold requirement for Individual Assistance eligibility.
- Releases funding support to help recover economic losses to real estate and business property, jobs/income, personal property, farm and agriculture, transportation, and food commodities.
- Enables and quickens the recovery of individuals, communities and the local economy.

Public Assistance

After a major event (flood, storm, earthquake, etc.), our office works with affected jurisdictions to gather information on losses and physical damage to critical infrastructure (bridges, roads, public utilities, etc.), and to request a federal disaster declaration for the County. Once a declaration is achieved, the County acts as the Applicant Agent for all County departments and agencies, and facilitates the reimbursement and recovery process on behalf of all jurisdictions.

Benefits:

- Satisfies the federal threshold requirement for Public Assistance eligibility.
- Enables and quickens the recovery of critical infrastructure, government services, and the local economy.
- Upon approval, the Federal Emergency Management Agency (FEMA) reimburses up to 75% of the total eligible losses. The state may match up to 12.5% in additional support. This return is often critical to enabling a jurisdiction to recover from a major event.

Plan Development

Comprehensive Emergency Management Plan (CEMP)

This "all hazards" plan is the foundational document for any jurisdiction and emergency management agency. It describes "who does what" before, during, and after an emergency. It also provides guidance for developing emergency procedures and detailed checklists.

Benefits:

- Establishes sensible expectations and a common understanding of emergency capabilities.
- Provides a clear understanding of authorities and responsibilities.
- Provides access to grants that support ongoing emergency management programs.
- Provides a platform for regional management of logistics, communications, mitigation, and recovery efforts.
- Supports recovery of eligible emergency expenses.

Continuity of Operations and Business Recovery Plans (COOP/COG/BRP)

Known as *Continuity of Operations Plans* (COOPs), *Continuity of Government* (COG) plans or *Business Recovery Plans* (BRPs), these documents describe an organization's essential products and/or services, and how they can be continued or restored following a disaster. Elements in these plans include legalities and policy criteria for defining essential services, employee/customer safety and access to information, and the time evolution between response, alternate operations, and restoration of normal operations.

Benefits:

- Supports continuation of an organization's most essential services.
- Supports prioritization of resource allocations between Comprehensive Emergency Management Plan obligations and COOP needs.
- Provides a framework for expanding or refining human resource policies, such as working remotely, flex time, and alternate work locations.

Dam Emergency Action Plan (EAP)

Washington State law requires owners of any dam holding greater than ten acre-feet of water to maintain an Emergency Action Plan (EAP). This plan addresses the alert and warning system for people living or working below the outflow areas should the dam fail. Our office is required to examine EAPs and offers support in achieving compliance.

Benefits:

♦ Establishes effective and consistent alert and warning standards for all who live or work within a dam failure outflow area in King County.

♦ Eliminates a sequential notification system for more efficient communications.

♦ Enhances life safety by unilateral and timely notification.

Evacuation Plan

This plan describes the elements of evacuation, including evacuation triggers, inter-jurisdictional impacts, sheltering and mass care, transportation, warning and public information, legal authorities, and more.

Benefits:

♦ Reduces decision-making timeframe when minutes count.

♦ Ensures a well-thought-out process for a life safety response.

♦ Improves coordination of resources.

♦ Contributes to regional preparedness.

Hazard Mitigation Plan

This plan focuses on actions that can permanently eliminate or reduce long-term risks to human life and property from natural hazards. It is prepared by local governments and provides access to federal funding afforded under the Robert T. Stafford Act. As required every five years, King County is updating the regional base plan along with annexes from participating jurisdictions and special purpose districts.

Benefits:

- ♦ Takes a proactive approach to identifying and preparing for a variety of hazards.
- ♦ Sets the course for response to and recovery from natural disasters.
- ♦ Allows jurisdictions to establish and maintain eligibility for post-disaster grant funds.

Mass Feeding Plan

This plan is a component of the Regional Shelter Operations Incident Annex. It provides a framework for the development of an all-hazards feeding program for use during major and catastrophic disaster operations, and is implemented through the King County Emergency Coordination Center.

Benefits:

- ♦ Identifies response capacities and provides a strategy for implementation of a mass feeding program on behalf of affected jurisdictions.
- ♦ Provides procedures for managing feeding resources available within King County.
- ♦ Describes integration of county, regional, state, and national agencies/organizations into the response.

Shelter and Mass Care Plan

A local Shelter and Mass Care plan addresses volunteer management, pet and animal sheltering, lead agency identification, and public information. It supports the local evacuation plan and regional emergency coordination of resources.

Benefits:

- ♦ Ensures efficient and effective use of shelter resources.
- ♦ Coordinates public, private, non-profit, and faith-based resources.
- ♦ Supports evacuation operations.

Public Education and Outreach
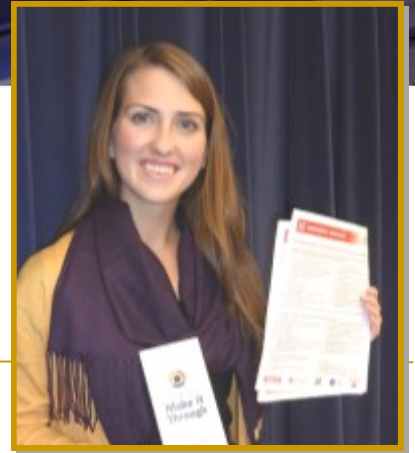
Disaster preparedness events

Our office provides support and representation at outreach fairs and events, with personnel ready to answer questions, provide preparedness guidance, and increase public awareness about disasters. Outreach support often includes free products branded with regional web sites that provide checklists and resources for disaster planning.

Benefits:

♦ Brings important disaster preparedness information to people - at work or in the community.

♦ Allows individuals to ask detailed questions to experienced staff in a friendly environment.

♦ Provides citizens with useful take-home products that can be used in a preparedness kit or as a reminder to visit preparedness web sites.

Personal preparedness presentations

We provide presentations focused on the components of personal preparedness - make a plan, build a kit, get involved. Through a combination of lecture and discussion, these presentations can be tailored for specific audiences.

Benefits:

♦ Provides education and training that helps keep people and communities safe during disasters.

♦ Empowers people to play an active role in preparing for emergencies.

♦ Opens lines of communication between communities and King County Office of Emergency Management.

♦ Establishes communities that are self-sufficient for the first 7 to 10 days of a disaster.

♦ Provides local businesses with training, support, and education focused on business continuity measures that foster quick economic recovery after a disaster.

Regional Technology

MyStateUSA notification system

We administer this interoperable, first responder communication system with public warning, information sharing, and coordination elements. Using a web-based, secure cloud infrastructure, MyStateUSA's AlertSense system enables any government agency, tribe, state, county, city, or corporation to immediately disseminate information to all levels of emergency response personnel, employees, and concerned citizens.

Benefits:

♦ Web-based, easy to use, no additional hardware required.

♦ Public sign-up forms, including disability designation.

♦ Private communication, conference calling, voice calls (text-to-speech), and public call-out capability.

♦ Pre-scripted messaging (templates).

♦ Scheduled alerts and automatic triggers (sensors, weather alerts).

Next Generation 9-1-1

Our Enhanced 9-1-1 Program Office is poised to implement Next Generation 9-1-1 (NG9-1-1). This advanced system ensures that 9-1-1 service is available to users of new technologies (wireless phones, VoIP, OnStar-type systems, etc.). In cooperation with national 9-1-1 associations and technology industries, King County is adopting national standards and upgrading equipment at our twelve 9-1-1 call centers, known as Public Safety Answering Points (PSAPs).

Benefits:

♦ Ensures that everyone can access emergency services through many different communication devices.

♦ Improves services to vulnerable populations (deaf or hard of hearing, Limited English Proficiency, etc.).

Regional alert, notification and warning

Our office supports local jurisdictions and partner agencies throughout the County by researching, proposing, funding, and maintaining regional public alert systems that quickly communicate safety information via text and voice technology. The *Regional Public Information Network (RPIN)* is offered free of charge and currently used by over 70 organizations to post general safety, transportation, and emergency text notifications to over 15,000 subscribers. As technology changes, we will adapt and integrate new strategies and tools that serve the region.

Benefits:

♦ Integrates emerging and cost-effective technologies for emergency notifications.

♦ Enables any government agency, tribe, state, county, city, or corporation to immediately disseminate information to all levels of emergency response personnel, employees, and concerned citizens.

Regional Incident Management System (RIMS)

During an emergency, our office administers RIMS in collaboration with local jurisdictions. Together, we use this system to maintain a common operating picture and process resource requests in support of response efforts.

Benefits:

♦ Reduces confusion and streamlines coordination through a single, regional resource management system.

♦ Provides a common operating picture for situational awareness and resource allocation prioritization, increasing our ability to protect citizens.

♦ Efficient record-keeping speeds funding and reimbursement from local, state and federal agencies.

Regional SharePoint

Our regional SharePoint content management system supports collaboration on documents, projects, and contact lists. It supports regional organizations, including Urban Area Working Group, Emergency Management Advisory Committee, the Partners in Emergency Preparedness Conference, and the Regional Hazard Mitigation Program.
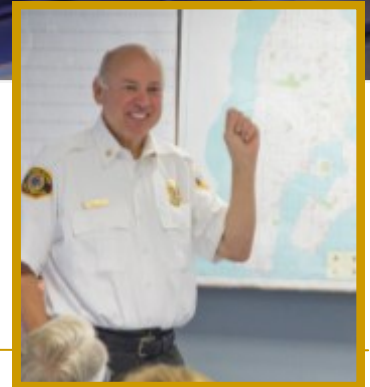
Benefits:

♦ Allows user-friendly and efficient sharing of files at a centralized location outside firewalls and agency access restrictions.

Technical/Administrative Assistance

Facilities, meeting space, and equipment

Our state-of-the-art Regional Communications and Emergency Coordination Center (RCECC) is available for use by regional partners for meetings, trainings, and public forums. Rooms can accommodate up to 180 people and most include high-speed Internet and audio-visual equipment (laptops, projection screens, conference lines, whiteboards, etc.). To reserve space or equipment, please call 206-296-3830.

Benefits:

♦ Provides a convenient and cost-free location for events.

♦ Features abundant parking.

♦ Includes on-call technical support.

♦ Accommodates press conferences and media events.

Grant management

Each year, we administer and pass through substantial funds from the State Homeland Security Program to regional partners, increasing our collective capabilities. Our management of these grants includes federal investment justification, State contract management, and sub-grantee contract development, execution, and management. We also review and process invoices and reimbursement requests, and provide research and assistance on grant guidance, fiscal standards and audit requirements. In addition, we monitor fiscal records, systems and programs, and physical inventory of equipment, as well as meet State and federal reporting requirements.

Benefits:

♦ Ensures expenditures are eligible for reimbursement.

♦ Meets compliance requirements.

♦ Maintains good fiscal stewardship and eligibility to receive federal grant funds.

Plan evaluation

Our office can review plans for formatting and content compliance in accordance with the Comprehensive Planning Guide and Emergency Management Accreditation Program. All plans, such as CEMP and COOP/COG, should be reviewed regularly to ensure effectiveness and efficiency.

Benefits:

♦ Ensures inclusion of essential elements of information and plan maintenance, in compliance with state and/or federal requirements.

♦ Synchronizes alignment of planning efforts and plans.

♦ Ensures content correction and improvement as the field of emergency management evolves.
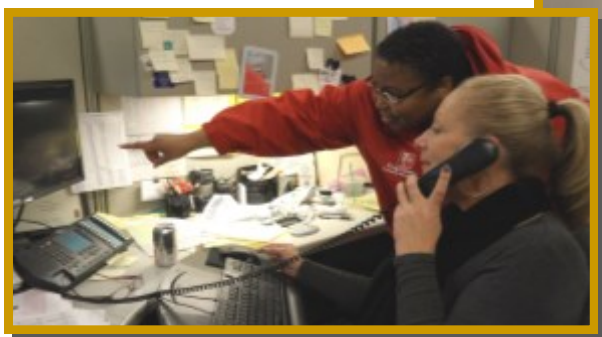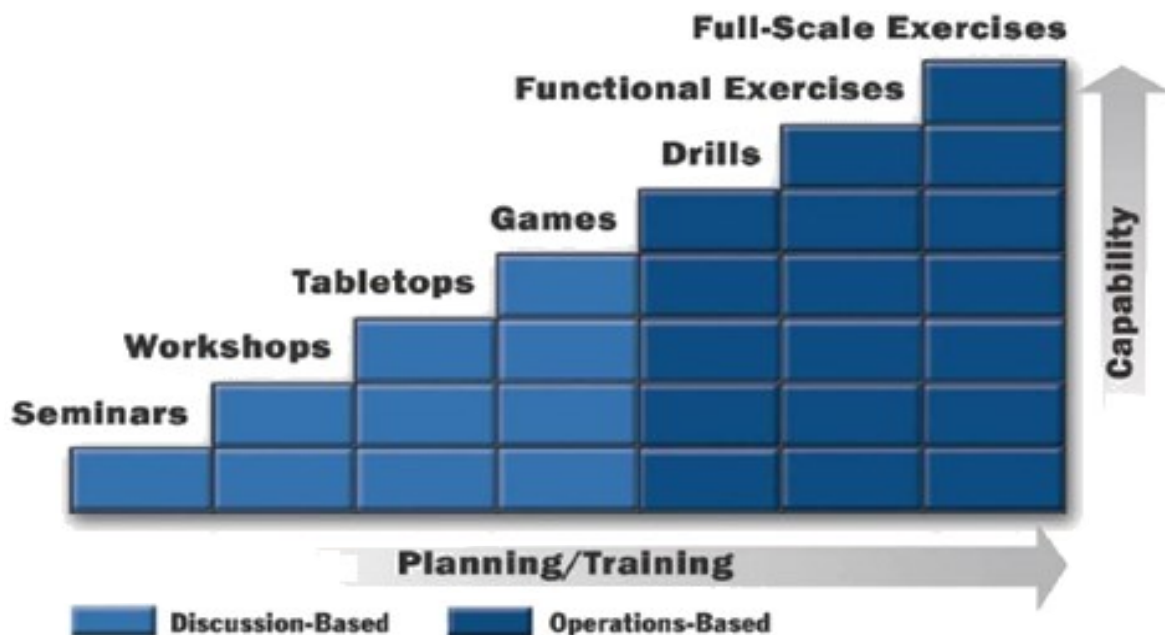
Training and Exercise

Exercise design, control and evaluation

Our office designs and conducts regional exercises in accordance with Homeland Security Exercise and Evaluation Program (HSEEP) standards. In addition, exercises can be developed to support jurisdictional objectives. Services can include planning support, materials development, tabletop and full-scale exercise delivery, evaluation, hot wash, After Action Report, and Improvement Plan development.

Benefits:

♦ Tests and improves capabilities.

♦ Ensures compliance with grant requirements and deliverables.

♦ Builds effective and cohesive team environments.

Full-Scale Exercises

Functional Exercises

Drills

Games

Tabletops

Workshops

Seminars

Capability

Planning/Training

Discussion-Based   Operations-Based

Strategies for training and exercise programs

Our office can facilitate an assessment of program needs, core capabilities, and improvement concepts for developing a training and exercise strategy. Following Homeland Security Exercise and Evaluation Program guidelines, we walk agencies through a comprehensive planning process which results in a documented, multi-year training and exercise plan/schedule.

Benefits:

♦ Validates funds and ensures that administrative support is appropriately aligned to sustain core capabilities prioritized by the jurisdiction.

♦ Increases competitiveness for federal grant funds.

Training curriculum design and delivery

Our office supports curriculum development through a facilitated process to identify purpose and concept of operations, audience, training objectives, content design, expected outcomes, and evaluation. Training registration, facilitation, and administrative support is also available.

Benefits:

♦ Provides a standards-based approach in accordance with the nationally recognized Analysis, Design, Development, Implementation, and Evaluation (ADDIE) curriculum development model.

♦ Builds regional collaboration.

Volunteer Management

Credentialing coordination

Our office's credentialing process helps qualified organizations verify and track their volunteers. We register all emergency worker volunteers per the requirements of WAC 118.04.080 and maintain a centralized record of their legitimacy and qualifications. Credentials (printed photo ID) can be printed upon request.

Benefits:

♦ Meets or exceeds requirements for access to emergency operations/coordination centers, and to incident scenes.

♦ Provides a standardized format that complies with state guidelines.

♦ Lowers costs and reduces duplication through region-wide, web-based, secure data access.

Emergency Worker Program

Volunteers within King County assist in response and recovery functions during hazardous events. Our office maintains a database of all emergency workers, builds a schedule for their training, and ensures each program manager understands their responsibilities and limits. We keep records of events, track incidents, and file claims with Washington State Emergency Management Division (EMD) for any individual, when necessary.

Benefits:

♦ Provides liability coverage for emergency workers during trainings and activations.

♦ Guarantees direction of volunteers by a skilled manager.

♦ Qualifies for matching federal disaster funds.

What our partners are saying...

"The staff we worked with at King County Office of Emergency Management and the King County Sheriff's Office were instrumental in the successful completion of our Comprehensive Emergency Management Plan and Standard Operating Procedures. They were able to guide our efforts through a collaborative and well managed process."

Shaunna Lee-Rice, CPM MMC, City Clerk/Emergency Management PIO
City of Maple Valley

"The Registered Emergency Worker program at the King County Office of Emergency Management has been key to the success of the Citizen Corps programs on Vashon Island."

Michael Cochrane, Manager
Vashon REW Program

"King County provided the skills and expertise needed in conducting a detailed exercise tailored precisely to our needs."

Jennifer Franklin, Emergency Manager/Crime Prevention Officer
Mercer Island Police Department

"Thanks for continuing to make these regional PIO meetings and training opportunities available to all of us. They are a great part of the bigger picture of public outreach."

P.J. Lowery, Assistant Chief
Kent Police Department

Our mission:

"To provide leadership and high-quality services that improve public safety in King County."

King County